

**CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS
VETERANS HOME OF CALIFORNIA, YOUNTVILLE
CONTINUOUS TESTING
OPEN, SPOT EXAMINATION
Bulletin Release: 08-25-06**



**SPECIAL REPRESENTATIVE, DEPARTMENT OF VETERANS AFFAIRS
\$4113.00 - \$4963.00**

EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

HOW TO APPLY: Submit a State of California application (Form 678) postmarked no later than the final filing day. Applications FAXED, personally delivered, or received via interoffice mail must be received before the close of business at 5:00 p.m. on the final filing date. No exceptions will be mailed. Do not submit applications to the State Personnel Board. Applications may be downloaded from the State Personnel Board at www.spb.ca.gov

Attach to Application: Copy of College degree

SUBMIT APPLICATIONS TO: VETERANS HOME OF CA, YOUNTVILLE
HUMAN RESOURCE - TESTING UNIT
110 CALIFORNIA DRIVE
YOUNTVILLE, CA 94599-1414

FINAL FILING DATE: September 25, 2006. It is anticipated that interviews will be held during October or November 2006.

EXAMINATION ELIGIBILITY LIMITATION: The testing period for this classification is 12 months. You may not test for this classification more than once in a testing period. If you have taken an examination for this classification with the Department of Veterans Affairs within the last 12 months, you are not eligible to compete in this examination.

SPECIAL TESTING: If you have a disability and need special testing arrangements, mark the appropriate box in part 2 of the Application for Examination. You will be contacted to make specific arrangements.

NOTE: Accepted competitors are required to bring either a photo identification card or two forms of signed identification.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION:

NOTE: All competitors must meet the education and/or experience requirements.

NOTE: All applications/resumes must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. Applications/resumes received without this information will be rejected.

MINIMUM QUALIFICATIONS:

Experience: Three years of a combination of public information and public relations experience, including public speaking which must have included one year in work involving veteran's programs or benefits. This experience must have developed the ability to appraise public opinion and to devise and carry out programs of communication and personal representation to secure public understanding and community participation. Publicity and advertising experience, although an integral part of the above requirement, will not alone be considered qualifying. (Experience in the California state service applied toward this requirement must include at least one year performing duties of a class with a level of responsibility comparable to that of Assistant Information Officer.)

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted on a year-for-year basis.)

Special Personal Characteristics: Understanding attitude toward geriatric veterans and the problems of disability, rehabilitation and readjustment to civilian life; capacity for assuming progressively greater responsibility; emotional stability under stress; willingness to travel on a statewide basis and to work unusual hours.

THE POSITION: Under the general direction of the Administrator of the Veterans Home of California, Yountville, to develop and evaluate programs for providing information to the public concerning State veterans' entitlements and benefits; to advise the Director on public information and public relation's problems related to departmental operations; to assist the Director with special public and community relations projects; and to do other duties as related.

EXAMINATION INFORMATION: This examination will consist of a Qualifications Appraisal Interview only, weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the interview. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

SCOPE: In addition to evaluating the competitors' relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitor's:

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See Reverse Side For Additional Information

**Special Representative, Department of Veterans Affairs – LZ25/5589
6VAN1**

FINAL FILING DATE: September 25, 2006

Special Representative, Department of Veterans Affairs
Open, Spot - Yountville, California

- A. Knowledge of:
- 1. Community resources and activities designed to provide assistance and special benefits to veterans in a state geriatric facility.
 - 2. Purposes, organization, and activities of the California Department of Veterans Affairs.
 - 3. Processes of community and group interaction relating to veterans' programs.
 - 4. Fundamentals and media of communication.
 - 5. Public relations principles and practices.
 - 6. Manager's/supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment that is free of discrimination and harassment.
- B. Ability to:
- 1. Utilize State and local community resources in developing new and creative approaches in community sponsored programs to meet the readjustment and rehabilitation needs of geriatric veterans.
 - 2. Convey information to others, orally and in writing, in a clear, concise and convincing manner.
 - 3. Use various media of communication effectively.
 - 4. Develop new and imaginative approaches in presenting material and disseminating information to the public.
 - 5. Establish and maintain cooperative relations with representatives of the press, radio, television, special interest groups, military service and community organizations and with others contacted in the course of the work.
 - 6. Research and evaluate public opinion on matters related to veterans' welfare.
 - 7. Plan, develop, execute and evaluate information programs designed to meet departmental needs and objectives.
 - 8. Analyze situations accurately and take effective action.
 - 9. Communicate effectively to groups.
 - 10. Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

If conditions warrant, this examination may utilize an evaluation of each candidate's experience and education compared to a standard developed from the class specification. For this reason, it is especially important that each candidate take special care in accurately and completely filling out his/her application. List all experience relevant to the "Requirements for Admittance to the Examination" shown on this announcement, even if that experience goes beyond the seven-year limit printed on the applications. Supplementary information will be accepted but read the "Requirements for Admittance to the Examination" carefully to see what kind of information will be useful to the staff doing the evaluation.

ELIGIBLE LIST INFORMATION: The resulting eligible list will be used to fill vacancies in Yountville, California only. Names of successful competitors are merged into the list in order of final scores regardless of date. Eligibility expires 12 months after it is established.

Veterans Preference credits will not be granted in this examination. Due to changes in the law, which were effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive veterans' credits.

General Information

It is the candidate's responsibility to contact the Human Resource in Yountville, California, (707) 944-4550 three days prior to the written test date if he/she has not received his/her notice. For an examination without a written feature, it is the candidate's responsibility to contact Human Resource in Yountville, California, (707) 944-4550 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request. Applications are available at State Personnel Board offices and local offices of the Employment Development Department, and the Department noted on front.

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigations may be made of employment records and personal history and fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and regency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

Veterans Preference: California law allows granting of veterans preference points in open entrance examinations and open non-promotional examinations. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows, or widowers of veterans, and spouses of 100% disabled veterans; and 15 points for disabled veterans. Credit in open non-promotional examinations is granted as follows: five (5) points for veterans; and 10 points for disabled veterans. Directions for applying for veterans preference points are on the Veterans Preference Application form (Form 1093) which is available from State Personnel Board Offices, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, Ca 94295-0001.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Veterans Home of California, Yountville
Human Resource/Testing Unit
110 California Drive
Yountville, California 94599-1414

